

# Office of Information Technology



NIH - Office of Director - Executive Office

Customer Service Newsletter

Spring Edition 2004

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## A Word from the OIT Director & CIO-OD

### **A Word from CIO**

Now that spring is here, you may think that persons who like to send spam email may be going on spring break. That would be nice, but the facts indicate that spam email will continue to be a problem. CIT has recently implemented a system to alert you when a message in your inbox may be spam mail. Several folks have asked if CIT will block potential spam email to the recipient. At the present time, due to a host of reasons, CIT will not block email that may be spam. In this issue, the article on Spyware has more important information on an Internet related issue.

*"I can't change the direction of the wind, but I can adjust my sails to always reach my destination."* Jimmy Dean

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## What's new in Technology?

### **Microsoft Office 2003 and Network Associate's McAfee 7.1 Testing to Begin!**

OIT will begin compatibility and configuration testing these two new software packages this spring. As part of this testing effort, the OIT Project Team will solicit volunteers from the OD IT/end user communities as well as identify individuals/organizations that have special software requirements to ensure testing these applications within their environment.

Feedback will be provided to the OD end users via face-to-face meetings, training sessions, tips and tricks, newsletter articles, etc. OIT's goal is to deliver a valuable, reliable upgrade implementation. The actual pilot testing of these applications is targeted to begin mid April with recommendations for support/rollout by the end of May.

If you have any questions or wish to volunteer for testing, please contact the NIH Help Desk and someone from the OIT Project Team will be in touch with you.

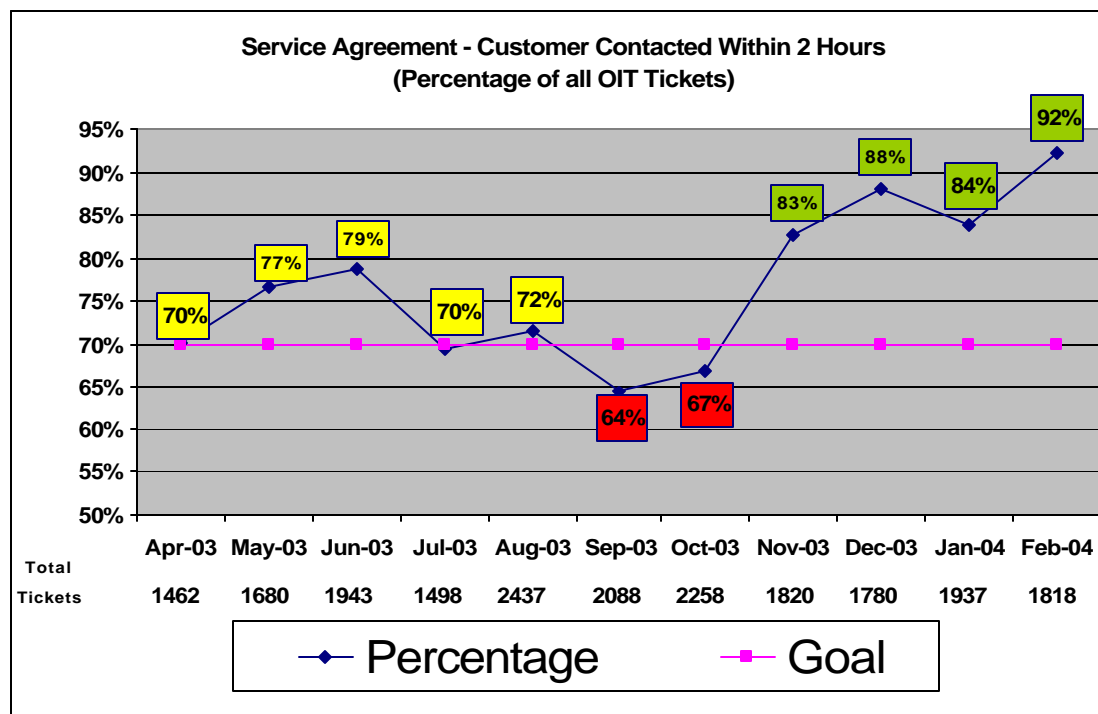
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## Customer Relationship Management Team (CRM)

### Customer Satisfaction

Good customer service is OIT's top priority. We have been tracking and measuring customer satisfaction for the last two years via several useful tools, (e.g., EO/OIT SLA, customer satisfaction surveys, and direct feedback from you). The results show that OIT has not only improved our processes but your overall satisfaction! Over the past year, we have started to track just how long it takes our technicians to contact you after you request OIT service. Once the NIH Helpdesk forwards OIT a service ticket (within 30 minutes of their receipt of your request), an OIT technician will contact you within 2 hours and arrange for the servicing of the request, if applicable. In some instances, the resolution may be resolved over the phone or you will be given an approximate time when to expect a technician at your office.

The CRM team is requesting your assistance in improving OIT customer satisfaction to make it even better. If you have any ideas, recommendations, a problem that we need to address, or would like to thank one of our technicians, please send an email to the CRM team at: [OITCustomerFeedback@od.nih.gov](mailto:OITCustomerFeedback@od.nih.gov). Your feedback will assist OIT continue to maintain and improve our services to you – our customer!



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## Security Awareness

### **Certification and Accreditation at NIH**

*First let's define—*

**“Certification”** a comprehensive analysis of an information technology system's technical and non-technical security controls to make sure they are commensurate with the risks and are cost effective.

**“Accreditation”** or “Authorization to Operate (ATO)” the official management authorization for the operation of a system or application and is based on the certification process as well as other management considerations.

As part of its “Secure One HHS” program, HHS requires NIH to have completed the following for 100 percent of IT systems:

- Certification and Accreditation (C&A) by June 15, 2005
- Privacy Impact Assessments by December 1, 2004. Thereafter, all systems must have a NIST 800-26 security self assessment done annually.

To meet these requirements, the entire NIH IT security community will have to work together. The OD and NCHMD ISSO will be contacting all parties to help complete this mandated action. Additional information and FAQ's on the C&A process as well as the roles and responsibilities of those involved can be found at: [http://irm.cit.nih.gov/nihsecurity/NIH\\_System\\_C&A.htm](http://irm.cit.nih.gov/nihsecurity/NIH_System_C&A.htm).

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## Desktop Support Team

### **Spyware**

You may have recently heard about Spyware. It's software that companies use to advertise and make money through pop-ups and banners on your computer. Spyware can come from email sent to you or from web sites that you visit; you can even get it from people you trust who don't know they have it. What is it? Where did it get its name? Is it really legal? What's the big deal?

Examples of the most common Spyware products include Gator, Bonzai Buddy, Hot Bar, Super Bar, Power Bar, Comet Cursor, and Bargain Buddy.

For answers to these questions and more you can go to the following link:

<http://www.spychecker.com/spyware.html>

### **What can OIT do to help you?**

OIT has a spyware removal tool available to all OD customers that will remove most Spyware programs and the corresponding registry entries for them. It is called ADAWARE and can be requested by sending an email to the NIH [Helpdesk@mail.nih.gov](mailto:Helpdesk@mail.nih.gov). It also comes with a program that blocks Pop-up ads called ADWATCH. This program prevents most of the annoying Pop-up ads from launching when you click on a web page.

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## Network Operations Team

### **Login Account Consolidation**

*Consolidation, Consolidation, Consolidation!* Yes, it seems we hear that term all the time here at NIH lately, and here it is once again. Sometime in the near future, we will all be using NIH login accounts for all of our enterprise computing. The idea is that everyone should eventually have only one account for accessing all of their resources at NIH. That means only one password to remember, which will be a nice thing for those of us with many passwords to many applications. Currently, when we log on to the network, we log in to the OD domain, which gives us access to our e-mail boxes, home directories, files, printers, and other OD resources. Soon (we're really not sure just when yet), OIT will be participating in a project to transfer everyone's login account to the NIH domain. This should require little action on your part, and likely nothing more than leaving your computer off the evening that your account is transferred.

All of your permissions and access to resources will remain unchanged. Since the software is actually copying your existing OD account to the NIH domain, most people won't even notice the change - and if some people do experience a bump in the road, the original OD account will still be there, unchanged, ready to use.

We will keep everyone well-informed on this matter, and we will be happy to answer any questions or concerns that you may have.

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## Web & Development Team

### **Meet the Web Team – Laura Curtis – Web Designer**

As the web team's interface designer, Laura creates the look and feel of the sites developed by OIT. She works closely with our customers in the OD to determine the visual layout and design of their websites. Some customers are looking for something plain and simple, while others want a more eye-catching design. Some customers ask for a site that's completely database-driven and built in ASP.NET, while others only need a simple html-based site. Compromise is often necessary to insure the new site is compliant with Section 508 of the Rehabilitation Act.

Laura really enjoys what she does because she gets to be creative some days and analytical the next. Laura's main job is to design and code the front end of the website and help the backend programmers tie their code to her designs. Other tasks she performs include creating and editing PDF documents, graphic and logo design, Section 508 testing and retrofitting, and web-based training design and programming. All of her latest site designs are driven by Cascading Style Sheets (CSS). CSS-based design is initially more difficult to implement but offers much better compliance and ease of maintenance in the long term.

Laura uses a variety of software tools in her job to include Adobe Photoshop, Illustrator and Acrobat Professional, Macromedia Fireworks and Dreamweaver MX, HomeSite and Visual Studio .NET. She also uses Usablenet's Lift for Dreamweaver and Lift Online to help with Section 508 compliance. For web-based training development Laura uses Macromedia Authorware and Course-Builder.

Laura enjoys working with our OD customers to help make their web site ideas a reality. Laura is here to help anyone with questions about PDFs, graphic or logo design, web design, web-based training or Section 508 compliance. If you have questions or need assistance contact the NIH Help Desk and request a ticket be created for Laura to contact you.

Next season we'll have an article about another member of the Web team!

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## Committee News

The OD ITMC bid farewell to Steven Berkowitz, the OD ITMC Chair for the past three+ years. John Jarman presented Steven a plaque in recognition of his outstanding leadership.

The OD ITMC elected two officers: Dennis Rodrigues (Chair) and Brenda Hanning (Vice Chair).

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## New Features!

### **Account Officials and Password Resets for Customers.**

-Account Officials may now access Web Sponsor via the NIH Login, which means they are prompted for their NIH Login User name and password.

-Customers can now request resets of their Parachute, VPN, and Helix or ALW passwords directly, instead of having to go through their sponsor. The NIH Login verifies their credentials and the actual resetting of the password will still be done by the NIH Help Desk. All of the same security steps will still be taken but this is a huge step in helping to resolve the issue of identity verification. [Hint: When prompted for your NIH ID, refer to the 10 digit number at the bottom of your NIH ID badge!]

For detailed information on these new features, go to <http://silk.nih.gov/silk/sponsorinfo/>

## **How Are We Doing?**

Listed below are our performance measures for the Customer Satisfaction Survey that began April 24<sup>th</sup>, 2002. If our performance falls below a 😊, an explanation of the steps being taken to improve will be provided.

Network Support.....	😊	Desktop support.....	😊
Web/Application support.....	😊	Overall OD/OIT support.....	😊



= available when I need it and/or exceeded service level agreement for call resolution.



= not available when I need it and/or did not meet service level agreement.

Your feedback is very important to us. It helps identify areas needing improvement and acknowledges superior service.

### ***Customer Support Points of Contact***

#### Levels of Escalation:

NIH Help Desk	(301) 594-3278	CRM Team Lead	<a href="#">Sue O'Boyle</a>
CIO-OD	<a href="#">David Wiszneaukas</a>	Desktop Team Lead	<a href="#">Marcelo Coelho</a>
Acting OIT Director & CTO	<a href="#">William Kibby</a>	Web & Dev Team Lead	<a href="#">Daniel Williams</a>
IT Policy/ITS Budget	<a href="#">Angela Murphy</a>	Network Team Lead	<a href="#">Minh Chau</a>
ISSO	<a href="#">Antoine Jones</a>		